

RECEIVED FENNEMORE CRAIG, P.C. 1 A Professional Corporation 2014 JAN 22 P 1: 36 Patrick J. Black (No. 017141) 2 3003 North Central Avenue 3 **Suite 2600** Phoenix, Arizona 85012 4 Telephone (602) 916-5000 ORIGINAL 5 Attorneys for The Links at Coyote Wash Utilities, LLC 6 BEFORE THE ARIZONA CORPORATION COMMISSION 7 8 9 IN THE MATTER OF THE DOCKET NO. SW-04210A-10-0392 APPLICATION OF THE LINKS AT 10 COYOTE WASH UTILITIES, LLC, FOR **NOTICE OF COMPLIANCE** APPROVAL OF A PERMANÉNT ŔATE 11 INCREASE. Pursuant to Decision No. 72491 (July 25, 2011), The Links at Coyote Wash 12 13 Utilities, LLC (the "Company") hereby submits this Notice of Compliance in the abovecaptioned matter. Decision No. 72491 requires the Company to submit a report detailing 14 15 all odor complaints from its customers, along with a description of the actions that the Company has taken or intends to take to remedy the problem. See Exhibit A attached 16 17 hereto. 18 DATED this 22nd day of January, 2014. 19 FENNEMORE CRAIG, P.C. 20 21 Arizona Corporation Commission Patrick J. Black DOCKETED 22 3003 North Central Avenue

Suite 2600

Phoenix, Arizona 85012

JAN 2 2 2014

DOCKETED BY

FENNEMORE CRAIG PROFESSIONAL CORPORATION PHOENIX

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3	Docket Control Arizona Corporation Commission 1200 West Washington Street Phoenix, Arizona 85007
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5	COPY hand-delivered this
6	22nd day of January, 2014 to:
7	Carmel Hood, Compliance Utilities Division
8	Arizona Corporation Commission 1200 West Washington Street
9	Phoenix, Arizona 85007
10	By Jula Retenton
11	By: \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
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EXHBIT A

January 20, 2014

Arizona Corporation Commission Docket Control 1200 W. Washington St. Phoenix, AZ 85007

Subject: Links at Coyote Wash Utilities, LLC – Decision 72491

Compliance Item – Bi-annual Update on Odor Complaints & Actions taken

Since our last update on January 25, 2013, the operators & management of Links at Coyote Wash Utilities, LLC (LACW) received one formal odor complaint, and approximately six informal odor complaints. The most recent complaint was in late November.

As was communicated in our last update, LACW has now established a protocol for responding to odor complaints:

- Generally the first person to receive odor complaints is our contract operator,
 Sunstate Environmental (Rick Miller). He generally receives phone calls in the initial stages, and tries to respond either the same day or the following day to evaluate the complaint.
- In an attempt to better document the odors, we developed an odor complaint reporting procedure, which we have provided to customers in the past, and make available to those with concerns or complaints. This is an important step for customers to take as it records locations, weather conditions, and other dynamics which can impact the source of odor. Unfortunately, none of the customers who complained during this reporting cycle took the time to fill out the form, however, the Company continues to be as responsive as possible to their concerns.

In addition to establishing a reporting protocol and providing a form to the customers, LACW has analyzed potential areas where low flows in the sewer mains (because of very few houses on long stretches of sewer lines) may be causing raw sewage to

become septic, which can cause objectionable odors when the material reaches the WWTP. A water truck has introduced fresh water to some of these prone areas on a regular basis to help minimize the potential for raw sewage to become septic due to low flows.

Also, in April, 2013, the Company hired a commercial jetter-machine and crew to provide routine maintenance of the gravity collection system, focusing on areas that have generated odor complaints in the past.

In general, as manager of LACW, I continue to remind our operator and local representatives that the best policy to handling odor complaints is responsiveness.

If you have any questions, please contact me.

Sincerely,

Jason Williamson

Manager, Links at Coyote Wash Utilities, LLC

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